

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



April 5, 2001

ALL-COUNTY INFORMATION NOTICE NO. I-25-01

TO: ALL COUNTY WELFARE DIRECTORS
ALL CalWORKSWELFARE-TO-WORK
COORDINATORS
ALL CalWORKs PROGRAM MANAGERS
ALL COUNTY CHILD CARE COORDINATORS

REASON FOR THIS TRANSMITTAL

- ☐ State Law Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order
- ☐ Clarification Requested by One or More Counties
- ☒ Initiated by CDSS

SUBJECT: CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS
(CalWORKs) WELFARE-TO-WORK (WTW) NOTICES OF ACTION (NOA)

Enclosed are copies of three existing Notices of Action (NOAs) that have undergone minor changes to better reflect the CalWORKs supportive services regulations as they relate to transportation.

The NA 820 and NA 822 have been revised as a result of requests from several counties to reflect authorization for reimbursement for the use of transportation, other than public transit or other vehicles by CalWORKs participants, including carpools and vanpools. The NA 821 has been revised to delete the provision that transportation costs be denied when a recipient travels less than one mile each way to their WTW activity work site. Although Welfare and Institutions Code Section 11320.31(c), and Manual of Policy and Procedures Section 42-721.313(b) provide that an individual has good cause for failing to participate in an activity that is more than 2 miles round trip from their residence (exclusive of the distance necessary to take children to child care) when walking is the only means of transportation, there is no statute or regulation which denies reimbursement for transportation costs under that circumstance. The NA 821 inadvertently implied that these transportation costs should be denied.

For camera-ready copies of English and Spanish notices, call the Forms Management Unit (FMU) at (916) 657-1907 or CALNET at 437-1907. If your office has Internet access, you may obtain the notices from the Department's web page at <http://www.dss.cahwnet.gov>. If you do not have Internet access, you may obtain copies by contacting FMU.

If your county is on the Language Translation Services (LTS) mailing list, your Forms Coordinator now receives all translations as soon as they become available. Translated notices in Russian, Chinese, and Vietnamese will be sent to your county as soon as translations have been completed by Department of Social Services. Call LTS at (916) 654-1282 if your county does not receive the Russian, Chinese, and Vietnamese translations. If there are clients residing in your county who speak a language other than

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English, and who comprise five percent or more of the county population, that county must then ensure (if a written language exists for this population) notices are provided to those clients. Counties are reminded to follow the provisions of Division 21 for providing effective bilingual services.

If you have any questions regarding the above, please contact Michael Lipkin of Work Support Services at (916) 653-5216.

Sincerely,

*Original signed by
Jo Weber on 4/5/01*

JO WEBER, Chief
Work Services and Demonstration Projects Branch

Enclosures

NOTICE OF ACTION

COUNTY OF _____

STATE OF CALIFORNIA
HEALTH AND HUMAN SERVICES AGENCY
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

Notice Date : _____
Case Name : _____
Number : _____
Worker Name : _____
Number : _____
Telephone: _____
Address : _____

(ADDRESSEE)

Questions? Ask your Worker.

State Hearing: If you think this action is wrong, you can ask for a hearing. The back of this page tells you how.

As of _____ until _____, the County has approved your transportation for: ☐ Welfare to Work
☐ Cal-Learn
☐ The most we can pay is \$ _____ for a total of _____ miles per _____.
☐ The County has approved \$ _____ per _____ based on public transportation rates.
☐ The County has approved bus passes or tickets for a total of _____ per _____.
☐ The County has approved the cost of another form of transportation: _____ for a total of \$ _____ per _____.
☐ The County will provide you with ☐ Welfare to Work
☐ Cal-Learn transportation.
The County will only pay for transportation while you are attending your approved ☐ Job ☐ Welfare to Work
☐ Cal-Learn activity: _____.
☐ The County may continue to pay for transportation for up to the first 12 months after you have left aid if you have a job. We will pay only if you need it to keep your job and you cannot get the transportation costs from somewhere else.

Your transportation payment limit is figured on this notice. Mileage can be paid only if there is no public transportation available, or it costs the same or less than public transportation. Public transportation is available when it takes two hours or less round trip to get you from your home to your activity on time. You cannot count time to go to and from your child's school or child care. If you drive your car even though public transportation is available, you will be paid at the public transportation rate or the mileage rate, whichever is lower.

Your transportation payments will be ☐ Advanced to you
☐ Paid back to you ☐ Paid to your transportation provider
☐ Other:

YOU MUST TELL US BEFORE YOU CHANGE YOUR TRANSPORTATION ARRANGEMENTS EXCEPT IN AN EMERGENCY OR WE MAY NOT BE ABLE TO APPROVE AND PAY FOR THE NEW ARRANGEMENTS.

☐ Because your activity is less than 30 days, you will not get another notice telling you when your payments end.

You can call your Welfare to Work/Cal-Learn worker if you think this notice is wrong.

Rules: These rules apply. You may review them at your welfare office: MPP Sections 42-750.112, .2 and .4. Welf. & Inst. Code 11323.2, 11323.4, 11322.9

☐ public transportation

X _____ rate
_____ per _____
= \$ _____

☐ your car's mileage

X _____ rate
_____ per _____
X _____ miles
= \$ _____

☐ parking

\$ _____ ☐ month ☐ school term ☐ other

☐ Other: _____

_____ rate

x _____ per _____

= \$ _____

YOUR HEARING RIGHTS

You have the right to ask for a hearing if you disagree with any county action. You have only 90 days to ask for a hearing. The 90 days started the day after the county gave or mailed you this notice.

If you ask for a hearing before an action on Cash Aid, Medi-Cal, Food Stamps, or Child Care takes place:

- Your Cash Aid or Medi-Cal will stay the same while you wait for a hearing.
- Your Child Care Services may stay the same while you wait for a hearing.
- Your Food Stamps will stay the same until the hearing or the end of your certification period, whichever is earlier.

If the hearing decision says we are right, you will owe us for any extra Cash Aid, Food Stamps or Child Care Services you got.

To let us lower or stop your benefits before the hearing, check below:

Yes, lower or stop: ☐ Cash Aid ☐ Food Stamps ☐ Child Care

While You Wait for a Hearing Decision for:

Welfare to Work:

You do not have to take part in the activities.

You may receive child care payments for employment and for activities approved by the county before this notice.

If we told you your other supportive services payments will stop, you will not get any more payments, even if you go to your activity.

If we told you we will pay your other supportive services, they will be paid in the amount and in the way we told you in this notice.

- To get those supportive services, you must go to the activity the county told you to attend.
- If the amount of supportive services the county pays while you wait for a hearing decision is not enough to allow you to participate, you can stop going to the activity.

Cal-Learn:

- You cannot participate in the Cal-Learn Program if we told you we cannot serve you.
- We will only pay for Cal-Learn supportive services for an approved activity.

OTHER INFORMATION

Medi-Cal Managed Care Plan Members: The action on this notice may stop you from getting services from your managed care health plan. You may wish to contact your health plan membership services if you have questions.

Child and/or Medical Support: The local child support agency will help collect support at no cost even if you are not on cash aid. If they now collect support for you, they will keep doing so unless you tell them in writing to stop. They will send you current support money collected but will keep past due money collected that is owed to the county.

Family Planning: Your welfare office will give you information when you ask for it.

Hearing File: If you ask for a hearing, the State Hearing Division will set up a file. You have the right to see this file before your hearing and to get a copy of the county's written position on your case at least two days before the hearing. The state may give your hearing file to the Welfare Department and the U.S. Departments of Health and Human Services and Agriculture. **(W&I Code Sections 10850 and 10950.)**

TO ASK FOR A HEARING:

- **Fill out this page.**
- Make a copy of the front and back of this page for your records. If you ask, your worker will get you a copy of this page.
- **Send or take this page to:**

OR

- **Call toll free: 1-800-952-5253 or** for hearing or speech impaired who use TDD, **1-800-952-8349.**

To Get Help: You can ask about your hearing rights or for a legal aid referral at the toll-free state phone numbers listed above. You may get free legal help at your local legal aid or welfare rights office.

If you do not want to go to the hearing alone, you can bring a friend or someone with you.

HEARING REQUEST

I want a hearing due to an action by the Welfare Department of _____ County about my:

☐ Cash Aid ☐ Food Stamps ☐ Medi-Cal

☐ Other (list) _____

Here's Why: _____

- ☐ **If you need more space, check here and add a page.**
- ☐ I need the state to provide me with an interpreter at no cost to me. (A relative or friend cannot interpret for you at the hearing.)

My language or dialect is: _____

NAME OF PERSON WHOSE BENEFITS WERE DENIED, CHANGED OR STOPPED

BIRTH DATE

PHONE NUMBER

STREET ADDRESS

CITY

STATE

ZIP CODE

SIGNATURE

DATE

NAME OF PERSON COMPLETING THIS FORM

PHONE NUMBER

- ☐ **I want the person named below to represent me at this hearing. I give my permission for this person to see my records or go to the hearing for me. (This person can be a friend or relative but cannot interpret for you.)**

NAME

PHONE NUMBER

STREET ADDRESS

CITY

STATE

ZIP CODE

NOTICE OF ACTION

COUNTY OF _____

STATE OF CALIFORNIA
HEALTH AND HUMAN SERVICES AGENCY
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

Notice Date : _____
Case Name : _____
Number : _____
Worker Name : _____
Number : _____
Telephone: _____
Address : _____

(ADDRESSEE)

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Questions? Ask your Worker.

State Hearing: If you think this action is wrong, you can ask for a hearing. The back of this page tells you how.

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☐ As of _____:

The ☐ Welfare to Work ☐ Cal-Learn transportation:

☐ payment ☐ increase you asked for is denied.

Here's why:

☐ You are already getting as much as the County can pay because:

☐ the maximum mileage rate is: \$ _____ per _____.

☐ public transportation is available.

☐ Cal-Learn transportation is available.

☐ Welfare to Work transportation is available.

☐ _____ transportation is available.

☐ You are not in an approved ☐ Job ☐ Welfare to Work ☐ Cal-Learn activity.

☐ The transportation you asked for is not needed to attend your approved ☐ Welfare to Work ☐ Cal-Learn activity:

_____.

☐ Other:

You can call your Welfare to Work/Cal-Learn worker if you think this notice is wrong.

☐ As of _____:

Your transportation payment for ☐ Job ☐ Welfare to Work

☐ Cal-Learn will stop.

Here's why:

☐ You are no longer attending an approved ☐ Job ☐ Welfare to Work ☐ Cal-Learn activity.

☐ You moved out of this County.

☐ You went off cash aid.

☐ You quit your job.

☐ You have been exempted from participation in ☐ Welfare to Work ☐ Cal-Learn.

☐ You asked that transportation be stopped.

☐ You did not submit your attendance forms for _____. If this information is provided by _____, this proposed action will be stopped.

☐ Other:

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- Your Child Care Services may stay the same while you wait for a hearing.
- Your Food Stamps will stay the same until the hearing or the end of your certification period, whichever is earlier.

If the hearing decision says we are right, you will owe us for any extra Cash Aid, Food Stamps or Child Care Services you got.

To let us lower or stop your benefits before the hearing, check below:

Yes, lower or stop: ☐ Cash Aid ☐ Food Stamps ☐ Child Care

While You Wait for a Hearing Decision for:

Welfare to Work:

You do not have to take part in the activities.

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☐ Other (list) _____

Here's Why: _____

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NAME OF PERSON WHOSE BENEFITS WERE DENIED, CHANGED OR STOPPED

BIRTH DATE

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Worker Name : _____
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Telephone: _____
Address : _____

(ADDRESSEE)

Questions? Ask your Worker.

State Hearing: If you think this action is wrong, you can ask for a hearing. The back of this page tells you how.

As of _____ until _____:

- ☐ The County has changed your transportation payment limit for
☐ Welfare to Work ☐ Cal-Learn from \$ _____ to \$ _____ for a total of _____ miles per _____.
- ☐ The County has changed your transportation payment limit for
☐ Welfare to Work ☐ Cal-Learn from \$ _____ to \$ _____ per _____ based on public transportation rates.
- ☐ The County has changed your bus tickets for ☐ Welfare to Work ☐ Cal-Learn from _____ to _____ per _____.
- ☐ The County has changed your payment method for ☐ Welfare to Work ☐ Cal-Learn from _____ to _____.
- ☐ The County has changed your other transportation: _____ payment limit for ☐ Welfare to Work ☐ Cal-Learn from \$ _____ to _____ per _____.
- ☐ The County has changed your transportation payment limit for
☐ Welfare to Work ☐ Cal-Learn from \$ _____ to \$ _____.

Here's why:

- ☐ Your mileage rate changed.
- ☐ Your mileage changed.
- ☐ The public transportation rate changed.
- ☐ Public transportation is available which takes less than one hour to get you to your approved ☐ Job ☐ Welfare to Work ☐ Cal-Learn activity on time.
- ☐ Other:

Your transportation payment limit is figured on this notice.

Mileage can be paid only if there is no public transportation available, or if driving your car costs the same or less than public transportation. Public transportation is available when it takes two hours or less round trip to get you from your home to your activity on time. You cannot count time to go to and from your child's school or child care. If you drive your car even though public transportation is available, you will be paid at the public transportation rate or the mileage rate, whichever is lower.

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☐ public transportation

_____ rate
X _____ per _____
= \$ _____

☐ your car's mileage

_____ rate
X _____ per _____
X _____ miles
= \$ _____

☐ parking

\$ _____ ☐ month ☐ school term ☐ other

☐ Other: _____

_____ rate

x _____ per _____

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NAME OF PERSON WHOSE BENEFITS WERE DENIED, CHANGED OR STOPPED

BIRTH DATE _____ PHONE NUMBER _____

STREET ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

SIGNATURE _____ DATE _____

NAME OF PERSON COMPLETING THIS FORM _____ PHONE NUMBER _____

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NAME _____ PHONE NUMBER _____

STREET ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____